

# Global Category Manager BT and MCE Governance APAC

Job ID

REQ-10015363

Jul 16, 2024

India

## About the Role

28,000 associates of more than 100 nationalities deliver high quality and affordable medicine on time, every time, safely and efficiently.

Your responsibilities include, but not limited to:

- **ROLE PURPOSE** - The Global Category Manager (GCM) for Business Travel & Meetings Congress and Events(MCE) Governance (APAC) will be responsible for the overall strategic BT-MCE program governance, T&E policy compliance enforcement, demand management and oversight of the BT-MCE services operations delivery in the APAC region. The GCM-BT&MCE Governance (APAC) will lead regional stakeholder engagement and partner with vendors to successfully deliver Novartis BT & MCE program and services requirements.
- The GCM is to oversee other critical business imperatives of the program, such as advancement of the travel sustainability, delivery of demand management dashboards, digitization of processes, user-level campaigns and communications and other program development initiatives. As the subject matter expert on BT/MCE & MCE, the GCM will provide guidance on program direction and drive demand management efforts.
- This GCM role is involved in third party vendor selection, assessment of BT-MCE services solutions, vendor relationship management and attainment of vendor performance expectations and/or contractual obligations. The GCM will ensure use of "leading class" BT&MCE services, products and solutions that would produce year-on-year productivity improvements, cost savings, and process improvements.
- BT&MCE Regional Program Governance and Strategy, Builds and advances the strategic BT-MCE program and operations business plan for the region; provide insights and lead initiatives that would enhance Novartis associates' BT-MCE services experience, optimize cost of travel/meetings, uphold compliance and duty of care and support Novartis business
- Assures that Novartis BT-MCE services are properly deployed, managed, and monitored and that key performance indicators are met within the region / cluster. Acts as an escalation-point for all BT-MCE program-related questions/issues at the regional/cluster level and Initiates collaboration across divisions and functions (Procurement, Security, Finance, Global Mobility, Business Services, etc.) to support BT-MCE requirements
- BT&MCE Service Management Operations and Implementations, assures high-value BT/MCE services are consistently delivered alongside meeting demand management objectives. Proactive monitoring of service

levels; immediate corrective actions are taken when SLA issues arise. Ensures that Novartis travel/MCE contracts are implemented and KPIs are met

- Organizes BT/MCE user training, Steps-in on emergency incidents and formation of business continuity guidelines. Works with Novartis Global Security on safety and security guidelines and ensures accurate and timely data management by vendors. Stays on top of technology trends that can be leveraged on to improve productivity, enforces policy compliance and innovation.
- Execution of BT/MCE category objectives aligned to Global Procurement strategies. Plan, organize and manage projects considering priorities, resources, budgets, issues and constraints to achieve desired results; defining clear project scope and objectives; utilizing software and tools to plan, track and report status.

What you'll bring to the role:

- Map and analyze value chain and assess potential scenarios. Conduct total cost of ownership (TCO) analysis and Enforce compliance and mitigate risks: analyze demand management and compliance reports end to end (budget, payment, vendor PO, contract invoice, buying channel, etc.)
- BT/MCE Demand Management -Ensure the right balance between business needs and Novartis' strategy & Supplier Relationship Management-Executing the Source-to-Contract process including respective strategies, approaches, and methods: Preparing and conducting fact-based negotiations.
- Adapting tactics from a broad portfolio of negotiation strategies to achieve results that support business and Procurement objectives & Stakeholder Management-Understand and deliver stakeholder and top customer/user-requirements. Ensure clear communication of BT/MCE value proposition and value delivered
- Strategy / Category management / Supplier management / Project management. Understanding Procurement vision based on insights into procurement leading practices. Linking Procurement strategy to Novartis' overall strategy and conveying it clearly to the organization.
- Mapping the value chain, analyzing it and deriving potential scenarios. Includes the understanding and application of total cost of ownership and cost modelling. Mapping and analyzing the ecosystem, meaning how procurement's customers, stakeholders, suppliers, 3rd parties and even competitors play a role in ecosystems.
- Analyzing specifications for optimization. Linking specification to customer value, challenging specification confidently. Conveying messages clearly and convincing stakeholders. Expertise in defining multiple category strategies. Linking strategies to measurable target and clearly conveying them to the organization.
- Leadership / Collaboration Strong influencer in decision-making process within and outside of procurement. Courageous, self-aware, and comfortable with "debate", always looking for the best solution. Able to identify proactively and pursue new ideas and opportunities, acting as an innovation agent and modifying approach and behaviors as necessary to create value.

Desirable:

- University/Advanced degree with strong preference in Business, Finance, or Scientific field is required with English – fluent written and spoken, & Spanish Other foreign languages a plus
- Overall relevant work experience of 10+ years and hands on experience of 6-8 years in a leadership position in a BT/GCM management and/or MCE role ideally at the pharmaceutical, biomedical research, and/or healthcare industry is beneficial multi-national organizations. Prior experience on travel technology; from Online Tools to Traveler APPS/tools, CVENT is a plus.

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the

most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

## Role Requirements

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other.

Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

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**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Procurement

Job Type

Full time

Employment Type

Regular

Shift Work

No

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